



GRAND PLAZA SERVICED APARTMENTS

42 PRINCE'S SQUARE, BAYSWATER, LONDON W2 4AD

What is GDPR?

The General Data Protection Regulation or (GDPR) is the biggest change in data protection laws for 20 years, and when it comes into effect on May 25th, 2018, it intends to give European citizens back control over their personal data. The GDPR is a new set of rules governing the privacy and security of personal data laid down by the European Commission. You can download a guide to the GDPR [here](#)

Privacy Notice

Grand Plaza Serviced Apartments are 100% committed to protecting your personal information and we will always be transparent with you about how we are using your details. The General Data Protection Act states that organisations must be open about what information they collect, and how they intend to use it. This Privacy Policy explains how we obtain, collect, process and store information about you.

How do we obtain your information & why?

In 99% of cases you will volunteer your personal details to us. For example, when you choose to contact us using the Contact Us form on our web page you will volunteer your contact details, the same applies if you email or call us. However, we will always tell you before we capture your information why we need the information and how we will use it.

Business Contacts

If you have made contact with us, or us with you, whether that be through networking, via social media or in person we shall add your name, company and contact details to our Customer Relationship Management (CRM) together with appropriate relevant notes, such as details of our discussions, meetings, marketing contacts etc.

We will ask you if you would like to receive regular communications from us, and we will do this within any guidelines with the GDPR or PECR Regulations. You can change your preferences at any time, and if you ask us to stop communicating with you, we shall action this request immediately.

How we store your information

All client information and files are retained on servers hosted within the UK. We store our marketing information in a robust CRM system, and ensure that only basic contact information, as stated above, is stored. Only



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authorised members of the team have access to your personal information, and we back it up regularly to prevent against loss or damage.

How long we keep information we collect about you depends on the type of information. Normally our system will delete all the information's which is stored on our secured server after 180 days.

Who do we share with?

Grand Plaza Serviced Apartments will never sell your information, or share it with any third party, but may if required share it with any government agency entitled to this information by law.

Protecting Your Data

Grand Plaza Serviced Apartments are accredited with Cyber Essentials Plus. This is an Accreditation recognised by the Government run National Cyber Security Centre and shows our commitment to protecting your information from cyber-attacks with the technology and methods that we use. For further information on our accreditation please go to Cyber Essentials

Your Rights

GDPR allows individuals a number of rights whereby you may obtain:

- confirmation that your data is being processed;
- access to your personal data

What is the purpose of the right of access under GDPR?

The GDPR clarifies that the reason for allowing individuals to access their personal data is so that they are aware of and can verify the lawfulness of the processing (Recital 63).

We will provide you with a copy of the information that we hold on you free of charge. However, we may charge a 'reasonable fee' when a request is manifestly unfounded or excessive, particularly if it is repetitive.

We may also charge a reasonable fee to comply with requests for further copies of the same information. The fee will be based on the administrative cost of providing the information.

Grand Plaza Serviced Apartments will provide any such information without delay and at the latest within one month of receipt.



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You can ask us to stop sending you direct mail, or emails, or ask us to stop processing your details.

Data Breaches

In the unlikely event of a Data Breach we will follow the steps set out in our policy which you can request by emailing guestrelations@grandplazaemail.co.uk If as a result of a data breach your personal information has been compromised then you can request compensation for any distress you are caused or loss you have incurred.

Cookies

Cookies are small text files that are placed on your computer by websites that you visit. They are widely used in order to make websites work, or work more efficiently, as well as to provide information to the owners of the site.

We do not store any personal data in the cookies that we use and store the information anonymously to assist us in the running of the site, and also for monitoring the activity and traffic both to and through our website. To do this we use Google Analytics cookies.

Depending on the browser you use you should be able to control what cookies are placed on your device through the browser settings. To find out more about cookies, including how to see what cookies have been set and how to manage and delete them, visit www.aboutcookies.org or www.allaboutcookies.org.

Google cookies

Grand Plaza Serviced Apartments uses Google Analytics to analyse the use of www.grandplaza.co.uk. Google Analytics generates statistical and other information about website use by means of cookies, which are stored on users' computers. The information generated relating to our website is used to create reports about the use of the website. Google will store and use this information. Google's privacy policy is available at: <https://policies.google.com/privacy>. To opt out of being tracked by Google Analytics across all websites visit <http://tools.google.com/dlpage/gaoptout>.



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How To Complain

If you have a complaint about the way in which your data has been handled please contact us at 0207-985-8000 or guestrelations@grandplazaemail.co.uk.
